

# Missouri State Rehabilitation Council



Darren Prendergast



Deedee Weller



Aubrey Daniel

## 2006 Annual Report

December 2006

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# Mission Statement

(Adopted Nov. 4, 1999)



## Missouri State Rehabilitation Council

### Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams, and participate in society.

### Our Mission

To assure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

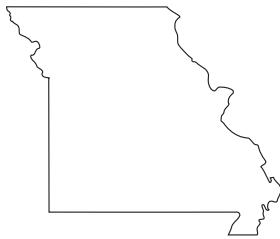
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

### Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies, and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to assure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act, and the Individuals with Disabilities Education Act.



# MISSOURI STATE REHABILITATION COUNCIL

3024 Dupont Circle ■ Jefferson City, Missouri 65109  
Phone: (573) 751-3251 ■ TTY: (573) 751-0881 ■ Facsimile: (573) 751-1441

**Linda Benoit**  
Chairperson  
Florissant

**Jason Eftink**  
Vice Chairperson  
Scott City

**Susan Adrian**  
St. Louis

**Ina Mae Brooks**  
Lamar

**Betty Chandler**  
Carl Junction

**Marcia Cline**  
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**Robert Honan**  
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**Tammy Honse Chute**  
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**Gary Maddox**  
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**Roy E. Miller, Ph.D.**  
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Kansas City

**Diane Spieker**  
Jefferson City

**James Terrill**  
Centralia

**Sarah Tilley**  
Springfield

**Pam Williams**  
Jefferson City

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**C. Jeanne Loyd**  
Assistant Commissioner  
Ex Officio Member  
Jefferson City

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December 31, 2006

The Honorable Matt Blunt  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Blunt:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2006. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have given our enthusiastic support to innovative programming to reach the underserved populations in Missouri and to exploring additional methods of obtaining consumer satisfaction feedback.

It has been my great privilege to work with members of the council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

*Linda Benoit*

Linda Benoit  
Chairperson

# State Rehabilitation Council Members



**Linda Benoit**  
Florissant  
Council Chairperson



**C. Jeanne Loyd**  
Jefferson City  
Council Ex Officio Member  
MDVR's Assistant Commissioner



**Jason Eftink**  
Scott City  
Council Vice Chairperson



**Susan Adrian**  
St. Louis



**Ina Mae Brooks**  
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**Pam Williams**  
Jefferson City

# Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Vocational Rehabilitation Counselor
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocacy groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The council is responsible for reviewing, analyzing, and advising the Division of Vocational Rehabilitation regarding its performance on such issues as eligibility, services provided to consumers, and any other functions affecting people with disabilities.

During FY06, the council was actively involved in a significant number of activities with the division. Some of its accomplishments included:

- Providing recommendations to the division on policy revisions and newly filed administrative rules.
- Collaborating with other councils and agencies, including the State Independent Living Council, the Missouri Training and Employment Council, the Missouri Parents Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education, the Governor's Council on Disability, and the Client Assistance Program.
- Attending division public hearings to provide input on the state plan.
- Working with the division to evaluate consumer satisfaction feedback and providing recommendations based on this feedback.
- Participating in the Council of State Administrators of Vocational Rehabilitation (CSAVR) national meeting in Washington, D.C.
- Reviewing the division's state plans including goals, priorities, performance indicators, and the comprehensive system of personnel development.
- Working with division staff in preparing the 2006 annual report.
- Providing comments to the Rehabilitation Services Administration (RSA) regarding issues pertaining to waiting lists (Order of Selection).
- Informing Missouri's U.S. representatives and U.S. senators of the division's implementation of waiting lists (Order of Selection) and the impact these waiting lists have on people with disabilities.
- Working jointly with the division to review and approve a new Impartial Hearing Officer.
- Cooperating with RSA in the review of the division's activities in the Section 107 Monitoring Review of FY06.
- Meeting with the new RSA state liaison regarding the status of Missouri's VR programs.

# Mission Statement

## Missouri Department of Elementary and Secondary Education

### Division of Vocational Rehabilitation

*“Making a positive difference through education and service”*

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools, and citizens.

We provide leadership and promote excellence. We

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills, and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.

**D. Kent King**  
Commissioner of Education



**C. Jeanne Loyd**  
Assistant Commissioner  
Vocational Rehabilitation

## Missouri Department of Elementary and Secondary Education

— *Making a positive difference through education and service* —

December 31, 2006

The Honorable Matt Blunt  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Blunt:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2006. As required by federal regulation, this report provides information on the Missouri Division of Vocational Rehabilitation's employment program for persons with disabilities.

Due in part to the number of new applicants, rising service costs, and limited federal funding, the division has operated under an Order of Selection since FY04. As prescribed by the Rehabilitation Act, this requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available.

During FY06, the division helped 4,152 individuals reach successful employment outcomes. The employment success rate for people served was 70.2 percent. The outcomes for both categories represent an increase over last year's results.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 5,400 students per year in 402 school districts. Last year, we assisted over 700 students in reaching their employment goals.

The program's customer satisfaction survey results are among the top in the nation, if not first.

The council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the council, and it has been my privilege to work with them this past year.

In closing, I, along with the council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink that reads "C. Jeanne Loyd".

C. Jeanne Loyd  
Assistant Commissioner  
Missouri Division of Vocational Rehabilitation

# Highlights of the Vocational Rehabilitation Program

Important items to note from FY06 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **4,152** consumers with disabilities achieved successful employment outcomes.
- ▶ **26,157** eligible consumers worked with VR counselors.
- ▶ **97%** of successfully employed consumers had significant disabilities.
- ▶ **763** consumers were successfully employed through supported employment services.
- ▶ **727** eligible students who received Transition Services reached successful employment outcomes.
- ▶ **402** school districts signed Cooperative Work Experience Programs with VR.
- ▶ **\$46,627,516** is the total annual increase in income, from referral to closure, for 4,021 competitively employed consumers.

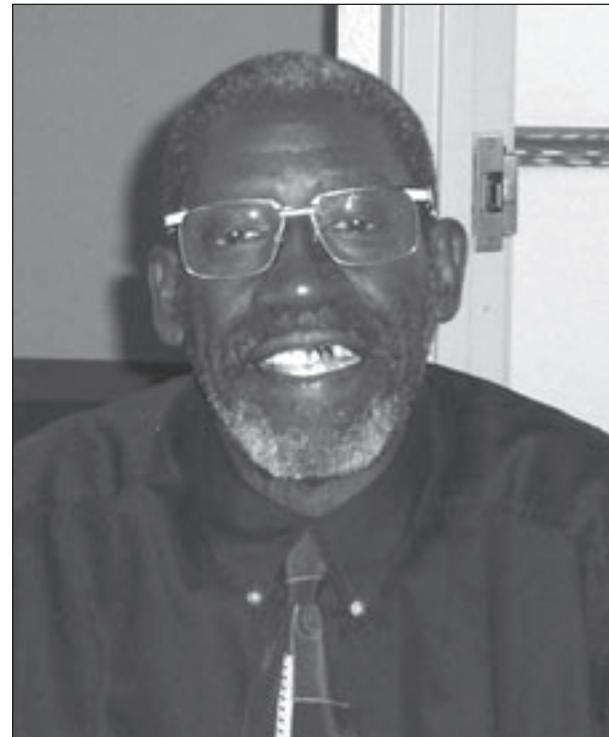
# Agency Overview

Prepared on behalf of the State Rehabilitation Council, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation (MDVR) during federal fiscal year 2006 (Oct. 1, 2005 to Sept. 30, 2006).

On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, MDVR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to Vocational Rehabilitation (VR), and the number of consumers served.

During FY06, vocational rehabilitation counselors worked with more than 26,000 eligible people in various categories with an average daily census of 19,000. In FY06, 4,152 consumers had successful outcomes out of a total of 5,916 individuals leaving VR services. Figure 1 and Figure 2 illustrate the number of successful outcomes and the percentages of success during the past five years.

Figure 2 shows that more than 70 percent of consumers who received services with VR were successfully employed (this figure is a percentage of all eligible consumers leaving VR who received services). Previous research, from the Department of Economics, University of Missouri-Columbia, shows that nearly 70 percent of these consumers will still be employed two years later.



Nathaniel Clemons, consumer from the Kansas City North VR office, attended the National Training Workshop for New Leadership Development, held in Washington, DC July 12 – 16, 2006. Clemons, nominated by VR, was selected to attend the RSA-sponsored workshop that provided training on how to work with representatives of culturally diverse entities on issues concerning people with disabilities.

**Five-year Trend of Successful Employment Outcomes**

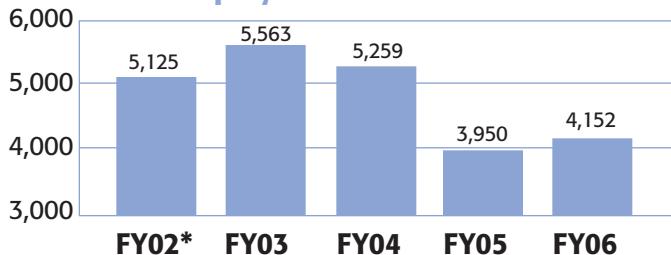


Figure 1

**Rate of Successful Employment Outcomes**  
(*five-year trend*)

71.6%	78.7%	61.9%	67.6%	70.2%
<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>

Figure 2

\* As of FY02, successful employment outcome data no longer includes sheltered workshop employment outcome information.

## Agency Overview (continued)



During May's SRC meeting, Karren Jones (right) and Vivian Russell (left), both former VR clients, spoke on behalf of the National Alliance for the Mentally Ill (NAMI). The women delivered a powerful recovery education presentation entitled, "In Our Own Voice: Living with Mental Illness." Jones is the president of the Jefferson City, Mo., NAMI Chapter where Russell volunteers.

## State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY06. VR receives state funds from General Revenue, Lottery, and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

## Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to gainfully employed SSA recipients. The division continues to seek SSA reimbursements. As of Sept. 30, 2006, the division received \$2,024,975. Figure 3 provides VR's reimbursement totals for the past five years.

### SSA Trust Fund Reimbursements (five-year trend)

\$1,631,240	\$1,056,480	\$1,972,458	\$942,701	\$2,024,975
<b>FY02</b>	<b>FY03</b>	<b>FY04</b>	<b>FY05</b>	<b>FY06</b>

Figure 3

## Agency Overview (continued)

### Consumer Satisfaction

Another priority for the division is consumer satisfaction with VR staff and services. The SRC is responsible for administering a consumer satisfaction survey (pages 26-28). The feedback is shared with division management, supervisors, and counselors. This information is used as a tool to improve services, evaluate staff performance, and to determine training needs.

In keeping with the division's quest for continuous improvement, the VR Consumer Affairs team reviewed the survey method in place. The team determined that a retooling of the process would be advantageous. After requesting input from consumers, division leadership, and the SRC, the team developed a new strategy that was implemented during FY06.

Postage-paid survey cards were sent to a random sample of closed cases rather than on all cases upon closure. The surveys were mailed from one central location in the state by someone other than the counselor assigned to the case.

The survey process proved successful yielding an increase in response rates. With the new survey method, 33 percent of consumers who received services responded in comparison to 19 percent in the past, and 22 percent of eligible consumers who left the program before receiving services responded as opposed to only six percent in FY05.

During FY06, the division surveyed over 1,300 individuals, a sample representative of all consumers who received services and exited the program. Of these individuals, 97 percent felt they were treated with respect, and 93 percent indicated they were involved in making choices concerning their employment goals and services.

The team also recommended expanding a pilot project in the Rolla VR office that is intended to measure consumer satisfaction immediately after the initial plan period. The results of the pilot project will give the division an idea of consumers' satisfaction at the time of service delivery. Generally, survey response rates have reached 50 percent in the Rolla office. To obtain statewide representation, the team suggested adding three more offices--Farmington, St. Louis South, and Kansas City North.

### Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers, and consumers to develop recommendations for several strategic plan issues. The following teams meet on an ad hoc basis: Capacity Building, Case Services, Community Rehabilitation Providers/Vocational Rehabilitation, Consumer Affairs, Technology Services, Transition, Cultural Diversity, and Work Incentives. As a result, many recommendations, which can be found throughout the report, have been implemented to improve services for people with disabilities.

# Interagency Cooperation

## Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The division ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development centers across the state. The Missouri Training and Employment Council (MTEC) is the state board that oversees Workforce Development.

The workforce development system is a partnership of mandated federal, state, and local agencies providing services in "one-stop shops" known as Missouri Career Centers. The centers, which are located in 14 workforce regions in Missouri, offer job training and skills development programs to all citizens who want assistance with gaining employment. Vocational Rehabilitation (VR) is a key partner, and as such, works closely with the Career Centers to provide program accessibility; physical accessibility to and from the centers, including job sites; and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to Career Center staff on accommodations in the workplace. A full-time VR supervisor works with partner agencies to ensure that all federal regulations pertaining to Title IV of the Workforce Investment Act of 1998 are followed. VR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards.

## Department of Mental Health

In partnership with the Division of Vocational Rehabilitation (DVR) and the University of Massachusetts Institute for Community Inclusion (ICI), the Missouri Department of Mental Health's (DMH) Division of Comprehensive Psychiatric Services (CPS) was awarded an assessment and planning grant through the National Institute of Mental Health (NIMH) during FY06. This project, referred to as the "Missouri Mental Health Employment Project," formed a guiding coalition of stakeholders composed of consumers and staff from Community Rehabilitation Providers and Supported Employment Service Providers; DMH Administrative Agents/Comprehensive Psychiatric Rehabilitation Programs; the departments of Mental Health, Health and Senior Services, and Social Services (Division of Medical Services); the University of Missouri; and DVR to assess the state of the Evidence-Based Practice (EBP) - Supported Employment (SE) in Missouri for persons with Serious Mental Illness (SMI).

Upon completion of this grant phase in October 2006, the project is now developing an understanding of capacity across systems and implications for developing high fidelity supported employment. NIMH requires CPS to establish further plans for collaboration, refinement, and expansion of EBP-SE for persons with SMI across provider systems. Phase II concepts are being developed in conjunction with the final report with the potential for funding during mid FY08.



Members of the guiding coalition for the Missouri Mental Health Employment Project listen to discussion of supported employment issues for persons with serious mental illness. Left to right: Ken Weber, Jobpoint, Columbia, Mo.; Ron Berg, Department of Mental Health, Jefferson City, Mo.; Dr. Susan Foley, University of Massachusetts, Boston, Mass.; and John Harper, Division of Vocational Rehabilitation, Jefferson City, Mo.

## Interagency Cooperation (continued)

### Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs)\* to provide direct services to people with disabilities.

The 2005-2007 state plan developed by VR and SILC details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC created a new, outcomes-based measurement tool for the CILs. The new tool measures consumer satisfaction using a telephone survey method as opposed to the mail-out surveys previously used. In 2005, the CILs telephoned a random sample of 1,587 consumers (both active and inactive) concerning satisfaction in areas such as personal assistance, information availability, and skills training. Survey results revealed a 98% satisfaction rate for personal assistance or referral services, a 97% satisfaction rate for information and referral services, and a 96% satisfaction rate for independent living skills training.

During 2006, SILC was involved in a number of conferences designed to address the independent living needs of people with disabilities. In April, SILC held the Missouri Transportation Conference in Kansas City, Mo. CIL staff, consumers, and local government officials listened to national speakers regarding transportation-related issues, which included increasing accessibility and removing barriers.

Columbia, Mo. was the site of the Independent Living Conference, a joint effort between SILC and the Rehabilitation Continuing Education Program, region 7, in June. Independent living topics pertinent to people with disabilities headlined the conference's agenda. Once again, consumers were invited along with center staff and board members.

In addition, SILC sponsored the Universal Design Housing Conference, held in October in Springfield, Mo., to promote independent living for persons with disabilities. The conference's goal was to provide awareness of the need for accessible housing. Conference attendees included representatives from the CILs, consumers, real estate agents, housing lenders, and builders.

The CILs continue to grow in number. Heartland Inc., of Owensville, Mo., was certified in July 2006 as a new CIL, bringing the total number of centers to 22 statewide.

\* See page 33 for CIL listings.

# Transition Services

Transition Services assist students with disabilities in the secondary school setting to successfully prepare them for transitioning into postsecondary education; integrated employment, which includes supported employment; or vocational training. VR continues to work closely with the Division of Special Education in coordinating, planning, and providing transition services.

During FY06, the Transition Team, composed of VR staff and special education personnel at both the state and local level, continued to provide support and technical assistance regarding transition-related activities and services for students with disabilities in an effort to meet the following charges outlined by the assistant commissioner:

- Charge #1:** Develop strategies to increase overall success rates of students with disabilities participating in cooperative school-to-work programs.
- Charge #2:** Develop strategies to increase overall participation of students with disabilities participating in cooperative school-to-work programs.
- Charge #3:** Develop methods to measure student participation in all transition services.
- Charge #4:** Develop strategies for decreasing the dropout rate for students with disabilities from Missouri high schools.



After participating in the COOP program through his high school, Darren Prendergast, former VR consumer, began work as a lot associate at The Home Depot in Belton, Mo. Prendergast received supported employment services through Casco Area Workshop in Harrisonville, Mo.

- In accordance with Charges #1 and #2 listed above, VR works to improve and expand the Cooperative Work Experience Program (COOP) for students with disabilities. During FY06, 402 of 449 (K-12) school districts in the state were operating COOP programs. VR counselors worked with 5,435 students prior to graduation in FY06, and 1,004 of those students also participated in the VR COOP program. Of all the eligible students who received VR services, 727 reached successful employment outcomes leading to an overall success rate of 71 percent.
- In striving to improve and expand the quality of transition assessment services for students with significant disabilities, VR provides support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). At the completion of FY06, approximately 177 comprehensive transition assessment Memorandums of Understanding (MOUs) had been developed at the local level with approximately 142 different school districts and 28 various CRPs and SESP. MOUs outline how transition assessment services for students with disabilities will be provided at the local level.

Transition Services provide technical assistance to classroom teachers and VR counselors who work directly with students while continuing to work with the Division of Special Education on decreasing the dropout rate and improving postsecondary school outcomes for students with disabilities.

## Partnering

Recognizing the varying regional differences and needs of the disability community in the State of Missouri, “partnering” starts at the local/district level. VR partners with local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs) to maximize benefits for their mutual customers. VR and provider personnel cultivate relationships through two-way communication while maintaining cooperative agreements that clarify each entity’s role in consumers’ rehabilitation plans.

VR and provider staff both offer input on each others’ service delivery processes and improvement to those processes. VR furnishes division reports to providers in order to coordinate efforts in serving consumers. In addition, the division seeks assistance from provider facilities in developing strategies to reduce the number of consumers who drop out of the rehab program. To further illustrate partnering practices, provider staff is invited to VR training programs that are relative to CRP/SESP issues.

Every other year, the division combines the VR district office Quality Assessment Reviews with CRP and SESP reviews to strengthen communication and enhance relationships between it and its providers. These combined reviews enable VR to maintain alignment of division goals and values with its partners.

## Integrated Community Rehabilitation Programs

The division strives to enhance community rehabilitation services throughout Missouri. VR and CRPs collaboratively work with an outcome-based service model that emphasizes results and values successful employment outcomes. The Community Rehabilitation Program/Vocational Rehabilitation (CRP/VR) Team, comprised of VR staff and executives from the CRPs, works on the following issues:

- Continued partnering efforts at the local level and expanding efforts to include administrative staff from VR, the CRPs, and the SESP along with professional organizations.
- Continued quality improvement strategies for employment outcome services.
- Assessment of supported employment and community employment services by determining program effectiveness.
- Continued assessment of current vendor requirements regarding utilization, outcomes, and cost-effectiveness.
- Continued review and revision of provider cooperative agreements.

The division funds a variety of services to approximately 7,000 consumers in CRPs. The division purchases services from local, nationally accredited, nonprofit CRPs and does not own or operate any of the programs.

Access to community-based services continues to be a division priority. As a result, all CRP programs emphasize community integration.

A complete listing of all division-approved CRPs can be found on page 34.

# Improved Availability for Supported Employment

The division provides supported employment services to a diverse population of consumers, as indicated by Figures 4-6 (pages 18-19). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY06, 73 percent of consumers who received supported employment services and exited the program were successfully employed.

Figure 4 provides a breakdown of the disability categories of consumers who exited the program both successfully and unsuccessfully after receiving supported employment services.

Figure 7 (page 19) provides the total number of Supported Employment Service Providers (SESPs). As of FY06, all counties in Missouri are being served by SESP. This expanded coverage means more choice for consumers.

## Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 8 (page 19) shows the average costs of services, hourly wages, and other statistics for supported employment.

## Consumer Satisfaction

As noted on the chart on page 27, 97 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. And, 95 percent said that information and services were readily available to them.

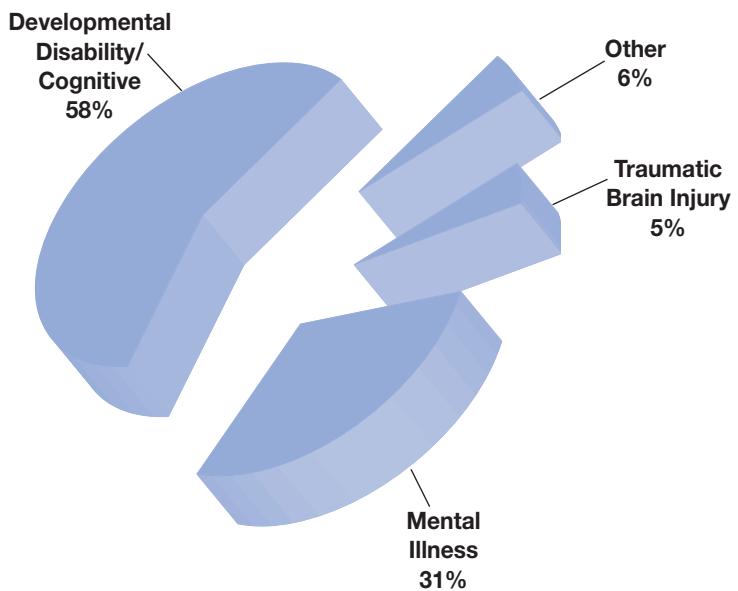


Figure 4\*\*

\*\*Percentages based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.

## Improved Availability for Supported Employment (continued)

### Supported Employment Race and Gender of those Served\*\* – FY06 –

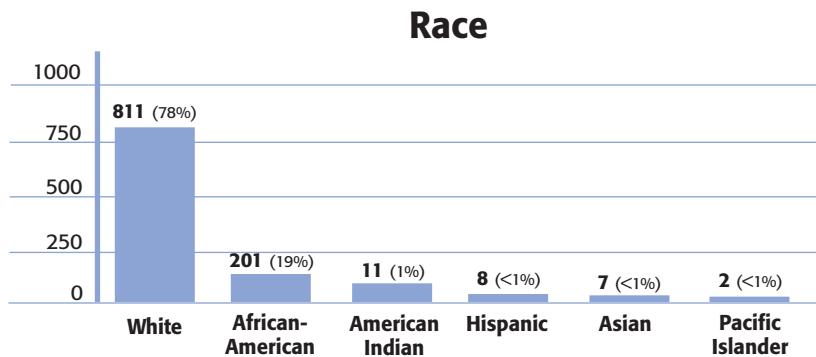


Figure 5\*\*

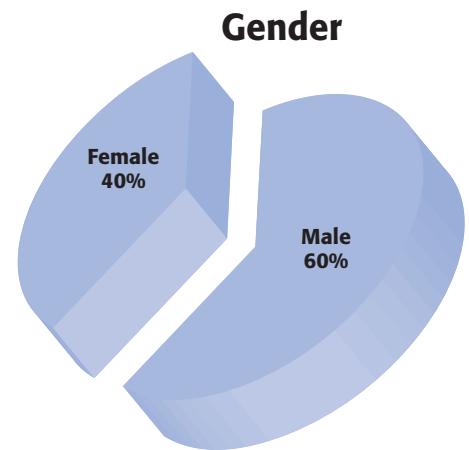


Figure 6\*\*

### Other Supported Employment Statistics

**SESPs**  
**Total Providers from FY02 to FY06**

Fiscal Year	Number of Providers
FY02	86
FY03	86
FY04	78
FY05	81
FY06	82

Figure 7

**Supported Employment Statistics**  
**FY06**

Average cost of job coaching services per consumer .....	\$2,287.00**
Average cost of assessment services per consumer .....	\$1,074.00**
Average cost of job development services per consumer .....	\$968.00**
<b>Average hourly wage per consumer .....</b>	<b>\$6.84</b>
<b>Average hours per week worked per consumer .....</b>	<b>24</b>
Success rate .....	73 percent**
Successful closures .....	763
Unsuccessful closures after services rendered ..	277

Figure 8

\*\*Figures based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.

# Assistive Technology

In FY06, the division provided a variety of assistive technology services, devices, and equipment to 1,428 individuals for a total cost of \$3,594,265.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining, or improving functional capabilities. These may be commercially purchased or modified/customized by a technology specialist. The devices may be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices include: prosthetic and orthotic equipment; hearing aids; eyeglasses; wheelchairs and other powered mobility equipment; walkers; braces; crutches; computer equipment (e.g., adaptive keyboards, voice-activated controls, and specialized software); vehicle modifications; and home modifications.

Assistive technology services include: evaluation, design, customization, adaptation, maintenance, repair, therapy, training, or technical training that assists an individual with a disability in the use of an assistive technology device.

The Telecommunication Access Program (TAP), implemented by the Missouri General Assembly, has become an excellent resource for division counselors. This program provides adaptive equipment for persons whose disability prevents them from using traditional telephones. The program also provides telecommunication access to the Internet and e-mail in the home for individuals unable to communicate via computer due to a disability. TAP has saved the division significant costs of purchasing these services.

Within various regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the availability of assistive technology services for students in secondary education programs;
- the availability of services/vendors in particular regions; and
- TAP and the demonstration equipment sites funded by the program that are located in the Centers for Independent Living (CILs) around the state.

In April 2006, Missouri Assistive Technology sponsored the statewide Power Up 2006 Conference and Expo that was open to service providers, consumers, independent living specialists, division staff, and other professionals in the rehabilitation field. The division was an exhibitor and its professional staff attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.



Karen Funkenbusch (standing in foreground), Missouri University (MU) AgrAbility program director, delivered a presentation on available resources for people with disabilities employed in agriculture. Funkenbusch spoke at the MU AgrAbility Training held October 26-27, 2006, at Lincoln University's Carver Farm in Jefferson City, Mo.



Floyd Wosoba (left), former consumer, and Danny Stephens (right), VR East regional manager, attended the AgrAbility training and discussed accommodations to farm equipment and buildings necessary for farmers with disabilities to pursue an agricultural livelihood.

# Underserved Populations and Workplace Diversity

One of the top priorities for the council and the division continues to be reducing the overall number of people who do not complete the VR program and reducing the unsuccessful outcomes for traditionally underserved populations, primarily African-American and Hispanic consumers. Figure 9 (page 22) reflects the closure percentages by race for FY05 and FY06. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of outcomes that are unsuccessful.

The division remains committed to improving employment outcomes and reducing the dropout rate of consumers from underserved populations. For example, a program was designed to retain consumers at risk of leaving VR services, and retention counselors now work with "at-risk" consumers to remove barriers to services and employment. Other staff, such as intake counselors, assist in locating "lost" consumers.

## Cultural Diversity

During FY06, the division provided staff development sessions on a variety of cultural diversity topics, such as workplace diversity, providing services for persons from diverse cultures, and issues in deaf culture.

The council and the division determined that vocational rehabilitation services to persons from Hispanic communities are limited and should be expanded. Many of Missouri's counties have seen dramatic increases in the number of individuals from Hispanic cultures in recent years. The division utilizes the following strategies to address this priority area:

- The division funds two Innovation and Expansion (I & E) grants with CRPs to increase services for the Hispanic communities in Missouri. These I & E grants were awarded to Alternative Opportunities (AO) of Springfield, Mo. and Jewish Vocational Services (JVS) of Kansas City, Mo. Both CRPs cover counties that have a high proportion of individuals who are Hispanic. The grants require collaboration and networking between individuals from the Hispanic communities, CRPs, and division staff.
- The division was awarded an in-service training grant from RSA that is earmarked for staff development and outreach activities to better serve persons from Hispanic communities. One of the first activities under the grant was to hire hourly, bilingual rehab technicians to work with both division and CRP staff. The techs are located in the Springfield North and Kansas City Downtown VR offices enabling them to work closely with the I & E grantees.
- As part of the in-service training, an advisory committee composed of AO and JVS employees, rehab techs, and other VR staff meet periodically throughout the year to provide guidance on training and outreach activities. The committee also assesses the future needs of underserved populations.
- The grant funds Command Spanish training for division staff provided by Missouri Western State University of St. Joseph, Mo.
- The division plans to hire a part-time diversity consultant to assist with improving services to other underserved areas, develop training programs, and to establish outreach strategies for consumers from diverse cultures.



Members of an advisory committee on underserved populations discuss strategies for providing services to consumers from culturally diverse backgrounds.

*From left to right: Laura Pina, Hispanic liaison with AO of Springfield, Mo.; Teresa Nianga, district supervisor of the Kansas City VR office; Kelly Sloan, director of rehabilitation services with JVS of Kansas City, Mo.; Maureen Alexander, VR West regional manager; and Scott Mantooth, project director and human resource manager with VR Central Office in Jefferson City, Mo.*

## Underserved Populations and Workplace Diversity (continued)

Status	Closure Percentages by Race*					
	Caucasian		African-American		Other	
Successful employment outcomes	83%	81%	15%	16%	2%	3%
Closed unsuccessful, after services	75%	78%	22%	19%	3%	3%
Closed after eligibility, before services	77%	74%	20%	23%	3%	3%
	FY05	FY06	FY05	FY06	FY05	FY06

\*Percentages reflect the total number of consumers in each status.

Figure 9

## Diversity in the Workplace

The division continues to work hard to recruit, hire, and maintain a diverse workforce. Figure 10 shows the specific categories of division employees as of Sept. 30, 2006.

The division recruits individuals with culturally diverse backgrounds. All job openings are listed with the division and "Great Hires" Web pages, and nearly all vacancies are advertised in local newspapers as well as traditional African-American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCUs), such as Lincoln University-Jefferson City, Mo.; Southern University-Baton Rouge, La.; Fort Valley State College-Fort Valley, Ga.; and Mississippi State-Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs, and various community programs.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. At the time of this report, approximately 16 percent of the counselor positions are held by persons with disabilities.

In addition to the division's recruitment efforts, all staff are participating in cultural diversity training. This on-going training has received positive feedback and is an outcome of one of the Cultural Diversity Team's recommendations. Diversity training continues to be an integral part of the division's professional development activities.

## Consumer Satisfaction

The division's consumer satisfaction survey (page 27) illustrates that 93 percent of African-American consumers felt that they were treated with respect. Other results showed that 93 percent of African-Americans responding to the survey said that information and services were readily available. And, 90 percent of responders felt that their experience with VR was good, and they would recommend the program to others.

Employee Diversity FY06	
<b>Employees with Disabilities</b>	
Counselors	16%
District and Assistant Supervisors	10%
Administrators	11%
Total professional staff	14%
Support staff	7%
<b>Minority Employees</b>	
Counselors	11%
African-American	9%
Other	2%
District and Assistant Supervisors	10%
Administrators	4%
African-American	4%
Total professional staff	10%
Support staff	20%
African-American	15%
Other	6%
<b>Employees by Gender</b>	
Counselors	
Male	23%
Female	77%
District and Assistant Supervisors	
Male	47%
Female	53%
Administrators	
Male	59%
Female	41%
Total professional staff	
Male	29%
Female	71%
Support staff	
Male	7%
Female	93%

Figure 10



DeeDee Weller, former VR consumer, sits in her van that has been modified to meet her driving needs.



Weller's steering wheel was installed on the floorboard allowing her to steer with her left foot. The wheel is an eight inch metal plate with a strap to hold her foot.

# DEEDEE WELLER

by Lisa Sone, Quality Manager, VR Central Office

**I**t doesn't show just on her face. In fact, you can actually hear it in her voice — happiness. Deedee Weller has a lot to be happy about. In two years' time, she completed a college training program, learned to drive, and started her first job.

Deedee achieved true independence — a fete that may not have been possible given the circumstances under which she was born.

Deedee came into the world with a rare condition called arthrogryposis, which is a muscle disorder that causes multiple joint contractures at birth. A contracture is a limitation of a joint's range of motion. Think of it as having a severe form of arthritis.

In some cases, almost every body joint may be affected. In other cases, a few joints may be contracted. In Deedee's case, her shoulders, elbows, wrists, and hands are affected.

Growing up in the state of California, Deedee said she had a dozen surgeries by "great doctors in great hospitals." The surgeries released her joints allowing more movement. In addition to arthrogryposis, Deedee was born with a left club foot that also required surgeries to increase her mobility.

Fortunately the pain and long recoveries have paid off. Deedee learned to use her feet to perform many of her daily activities. She attended a special school until the second grade, but she said, "I just couldn't stand it." So Deedee began public school and completed her high school education. Her positive outlook on life and her desire for happiness kept her going.

Deedee eventually moved to Missouri. Her cousin, in California, had received Vocational Rehabilitation (VR) services and told her about the program. So she contacted the Springfield North VR office where she lived, and in 2002, she began working with Kim Vaughan, senior

counselor.

Kim arranged for Deedee to attend Vatterott College to train as an administrative applications specialist. Kim also referred Deedee to United Access in Springfield; a company that specializes in van modifications. VR paid to modify her van and for a driving training program through United Access.

Accommodating Deedee's van was a challenge as she didn't have complete use of her upper body. Because she would have to use her left foot to steer, the steering wheel was installed on the floorboard. It is an eight inch metal plate with a strap over it to secure her foot. She rotates the plate just as someone who turns a traditional steering wheel would. There is also a touchpad on the driver's door that Deedee uses to control everything from starting the ignition to honking the horn.

"It took 14 months to get the modifications necessary for my needs," Deedee said. "Kim hung in there with me. I wish everyone could have a counselor as nice as her."

At the age of 34, Deedee experienced two firsts in her life. She began driving. "I was like a little kid on Christmas morning," she said. "I couldn't wait to get in the van and go again." She also went to work for the first time and found independence — independence that she had never felt before.

Deedee drove to United Access for an equipment adjustment and drove home employed. The company had an opening that was a "perfect" fit for her. She handles the phones, greets customers, makes after-sales calls, deals with insurance agencies, and performs other duties to keep the office running smoothly.

But her job is more than just a paycheck. Deedee said, "I've been disabled all of my life, so I'm comfortable in my skin. I like being able to help ►



A touchpad was installed on the driver's door enabling Weller to operate the controls on the van.

## ► DEEDEE WELLER

others, who are disabled, to become independent." Without hesitation she would "recommend VR to anyone." "I do refer folks to VR," she said. "I let customers know about the program and encourage them to try it, even if they are unsure."

"I had an absolutely positive experience with VR," Deedee said. "If VR had a scorecard, I'd give them

top scores."

Deedee freed herself from government assistance. She no longer relies on food stamps and supplemental income from Social Security. Following a divorce, she began raising her two daughters as a single mother. "I feel I've made such an accomplishment," Deedee said. "Two years ago, I wasn't even driving. Now, I love my life." ●



Aubrey Daniel, Jr., (right) former VR consumer, owns and operates The Shop, a barber shop in Cape Girardeau, Mo. Daniel uses his powered chair to assist him with cutting Tarance Powell's hair.



Charles Reid (left), a VR consumer, appears with Powell (middle) and Daniel (right). All three men work at The Shop.

# AUBREY DANIEL

by Lisa Sone, Quality Manager, VR Central Office

**A**fter being the victim of a hit and run driver, Aubrey Daniel, Jr., had some tough decisions to make about his future. It was July 2002 in Milwaukee. Daniel suffered severe injuries from a car accident. He was paralyzed from his lower back to his feet. Daniel had been working as a deputy sheriff, but the injury prevented him from performing the physical requirements of his job.

For two years following the accident, Daniel lived in denial and self pity. But as the father of two young boys, he knew that his outlook on life had to change. "I've got more to live for than just myself," Daniel stated. He had a college degree and previously worked as a teacher. He had also been cutting hair since the age of 14. Because of his experience with haircutting and the flexibility of working hours, Daniel chose barbering as his career goal. Vocational Rehabilitation (VR) helped him to reach that goal.

Daniel had heard of VR while living in Wisconsin, but soon after, he relocated to Missouri. In January 2004, he settled in Cape Girardeau, and he contacted the local VR office. Debbi Browne was the counselor assigned to his case. He and Browne developed his employment plan with barbering as his career choice.

**VR provided assistive technology services as well as the funds for Daniel to be trained and licensed as a barber.**

VR sent Daniel to the SEMO Hairstyling Academy in Cape Girardeau to train as a barber and helped him to become licensed upon graduation. Daniel stated, "VR is absolutely wonderful. They helped me equip my van so I could regain my mobility." VR provided Daniel with a powered chair that elevates him above his clients enabling accessibility to his customers. The chair can "stand you up and sit you back down. Without it, I don't know how I would cut hair," he stated.

In August 2005, Daniel opened his own barber shop and appropriately named it "The Shop." He was both the owner and the sole employee, but not for long. Through his determination and ambition, Daniel expanded his business. His shop is now up to five chairs and three barbers.

Daniel has been so impressed with VR's services that he has even referred one of his own barbers, Charles Reid, to the local office. Reid also was sent for barber training and received help with assistive technology.

With assistance from VR, Daniel reached his employment goal and realized his dream of opening his own shop. He has achieved independence and rediscovered the ability to be self-sufficient. ●

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# Consumer Satisfaction

The council's Program Evaluation Committee continues to survey and monitor consumer satisfaction. In FY06, the division changed its survey method in an effort to improve the process. The VR Consumer Affairs team revised the survey questions based on input from consumers, VR management, and the SRC. Postage-paid survey cards were sent to a random sample of closed cases rather than to all case closures. Under the new survey process, response rates increased.

Consumer feedback continued to be positive during FY06. For example, of the consumers surveyed who received services, 97 percent felt that they were treated with respect, and 93 percent indicated that they were involved in making choices concerning their employment goals and services. All of the results are categorized in groups, such as statewide totals, disabilities, gender, race, etc. The response rate from consumers who received services was 33 percent, up from 19 percent in FY05. Survey results are listed on page 27. Separate survey results for eligible consumers who left the program before receiving services can be found on page 28. Their response rate was 22 percent, an increase from six percent last year.

A sample of consumer comments taken from completed survey cards can be found below.

## FY06 CONSUMER COMMENTS

“ My counselor went above and beyond the call to tailor to my unique needs. The service was personal and critical in my success.

I'm so grateful for VR. I am embarking on a new journey in my life thanks to VR!

VR helped me to meet and exceed my goals completely.

I think VR is a very good program. You could tell the people really cared about you.

I think they did all they could in a timely and professional manner.

My counselor was attentive, interested, informative and helpful. We were very grateful for his help and direction. ”

# Consumer Satisfaction (continued)

## Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY06)

	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Helped me get a job		Improved quality of life		Experience was good		Satisfied with referral services**	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	97%	3%	92%	8%	87%	13%	93%	7%	78%	22%	87%	13%	91%	9%	84%	16%
Persons with significant disabilities*	96%	4%	92%	8%	87%	13%	92%	8%	77%	23%	87%	13%	91%	9%	83%	17%
Successful employment outcomes	97%	3%	94%	6%	90%	10%	95%	5%	86%	14%	91%	9%	94%	6%	87%	13%
Unsuccessful closures after services	94%	6%	85%	15%	78%	22%	84%	16%	45%	55%	70%	30%	83%	17%	69%	31%
African Americans*	93%	7%	93%	7%	84%	16%	83%	17%	69%	31%	83%	17%	90%	10%	69%	31%
Males*	98%	2%	92%	8%	85%	15%	93%	7%	80%	20%	86%	14%	91%	9%	85%	15%
Females*	95%	5%	92%	8%	90%	10%	92%	8%	75%	25%	88%	12%	92%	8%	80%	20%
Supported employment employees*	97%	3%	95%	5%	89%	11%	92%	8%	86%	14%	91%	9%	92%	8%	88%	12%
Persons with mental retardation*	94%	6%	94%	6%	88%	12%	88%	12%	84%	16%	86%	14%	90%	10%	87%	13%
Persons with mental illness*	98%	2%	92%	8%	85%	15%	90%	10%	70%	30%	88%	12%	95%	5%	79%	21%
Persons with deafness/hard of hearing*	95%	5%	93%	7%	83%	17%	89%	11%	85%	15%	90%	10%	95%	5%	89%	11%
Persons with traumatic brain injury*	100%	0%	100%	0%	74%	26%	100%	0%	82%	18%	86%	14%	96%	4%	91%	9%
Persons with alcohol/drug dependency*	100%	0%	100%	0%	67%	33%	100%	0%	33%	67%	100%	0%	100%	0%	0%	0%
Persons with specific learning disabilities*	82%	18%	75%	25%	65%	35%	82%	18%	71%	29%	71%	29%	71%	29%	50%	50%
Persons with orthopedic impairments*	98%	2%	92%	8%	92%	8%	91%	9%	78%	22%	87%	13%	90%	10%	83%	17%

\*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

\*\*Individuals who responded "NA" are not included in the percentages shown.

## Consumer Satisfaction (continued)

### Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY06)

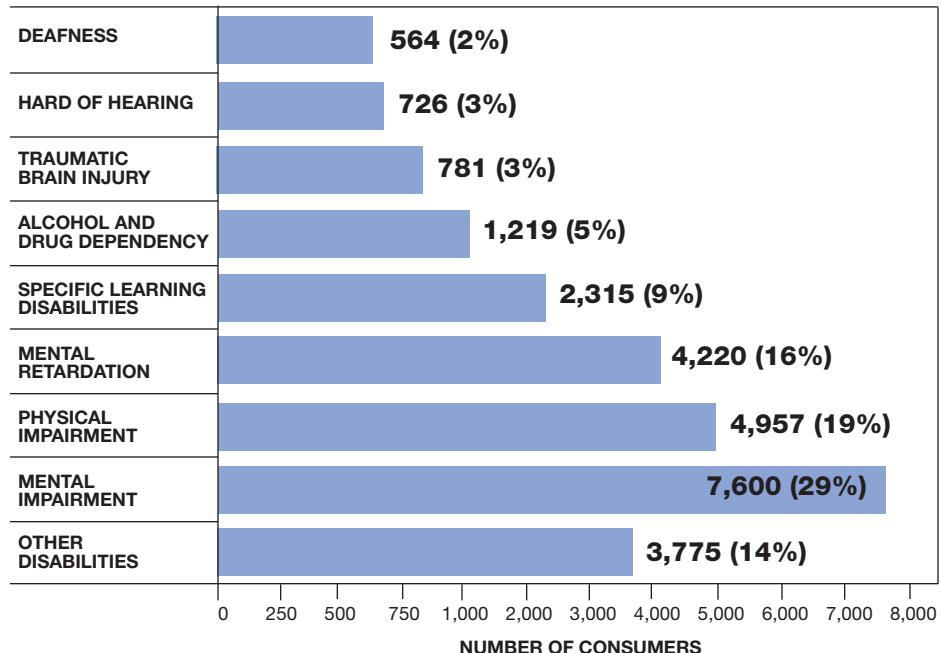
	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Experience was good		Satisfied with referral services**	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	90%	10%	79%	21%	76%	24%	79%	21%	78%	22%	73%	27%
Persons with significant disabilities*	90%	10%	81%	19%	78%	22%	79%	21%	78%	22%	75%	25%
African Americans*	98%	2%	88%	12%	88%	12%	79%	21%	90%	10%	84%	16%
Males*	89%	11%	79%	21%	74%	26%	78%	22%	77%	23%	71%	29%
Females*	90%	10%	79%	21%	79%	21%	80%	20%	80%	20%	76%	24%
Persons with mental retardation*	87%	13%	76%	24%	73%	27%	78%	22%	76%	24%	76%	24%
Persons with mental illness*	95%	5%	84%	16%	85%	15%	85%	15%	83%	17%	85%	15%
Persons with deafness/hard of hearing*	71%	29%	57%	43%	57%	43%	50%	50%	57%	43%	13%	87%
Persons with traumatic brain injury*	92%	8%	92%	8%	85%	15%	77%	23%	85%	15%	94%	6%
Persons with alcohol/drug dependency*	100%	0%	60%	40%	60%	40%	60%	40%	100%	0%	31%	69%
Persons with specific learning disabilities*	100%	0%	100%	0%	90%	10%	90%	10%	90%	10%	100%	0%
Persons with orthopedic impairments*	82%	18%	73%	27%	69%	31%	76%	24%	68%	32%	50%	50%

\*Total responses of eligible consumers who have left the program before receiving services.

\*\*Individuals who responded "NA" are not included in the percentages shown.

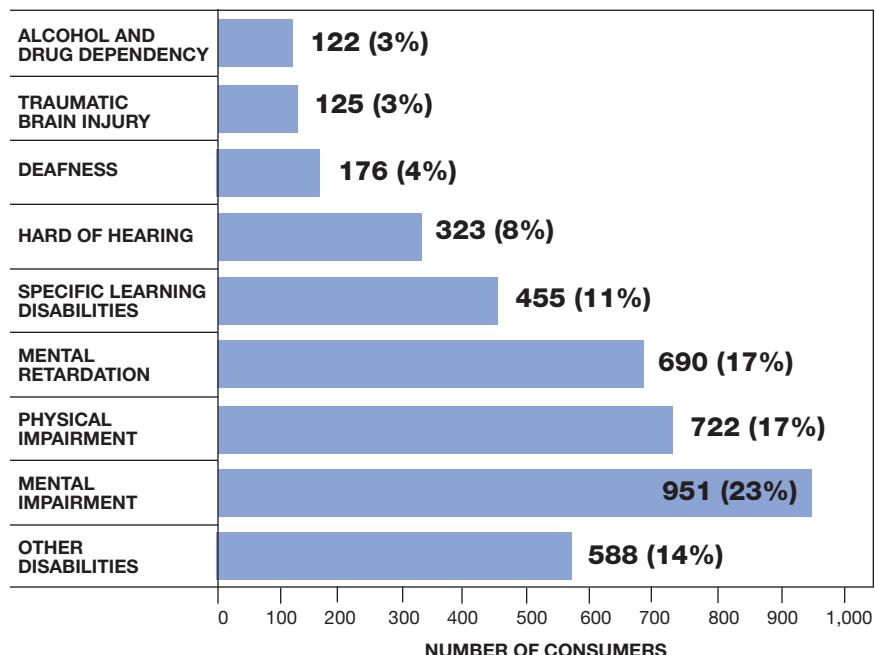
# Disability Categories OF THE 26,157 ELIGIBLE CONSUMERS Fiscal Year 2006

## TYPES OF DISABILITY



# Disability Categories OF THE 4,152 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES Fiscal Year 2006

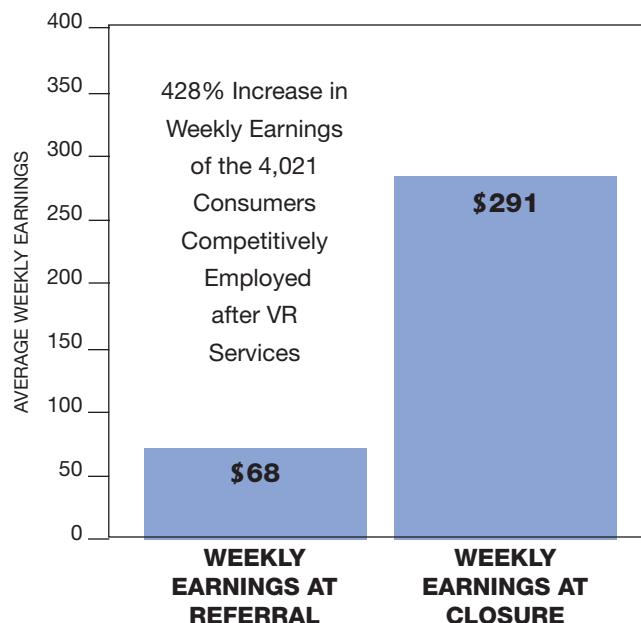
## TYPES OF DISABILITY



# Impact Of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2006



With an increase in average weekly earnings of \$223 for the 4,021 competitively employed consumers, the total annual increase in income, from referral to closure, amounts to \$46,627,516.

## Characteristics OF THE CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

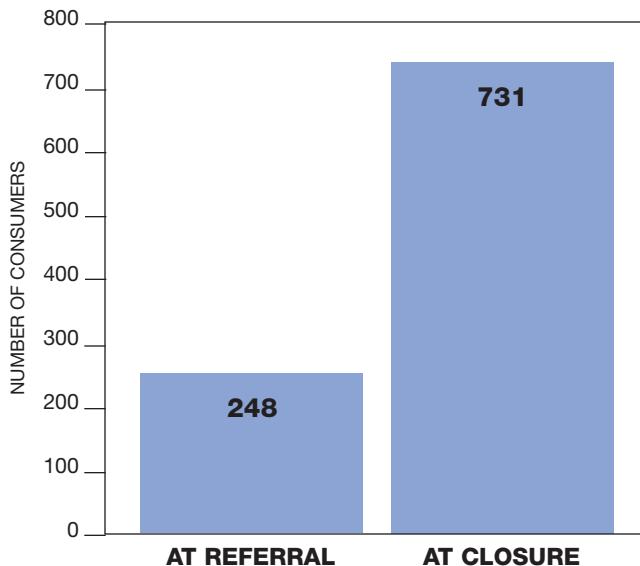
Fiscal Year 2006

GENDER	Number	Percent	AGE	Number	Percent
Male	2,311	56%	Less than 20 years	390	9%
Female	1,841	44%	20 through 34	1,621	39%
<b>Total</b>	<b>4,152</b>	<b>100%</b>	35 through 44	821	20%
			45 through 64	1,158	28%
			65 and over	162	4%
RACE			<b>Total</b>	<b>4,152</b>	<b>100%</b>
White	3,381	81%			
African-American	646	16%			
Hispanic	50	1%			
American Indian	48	1%			
Asian	20	<1%			
Pacific Islander	7	<1%			
<b>Total</b>	<b>4,152</b>	<b>100%</b>			

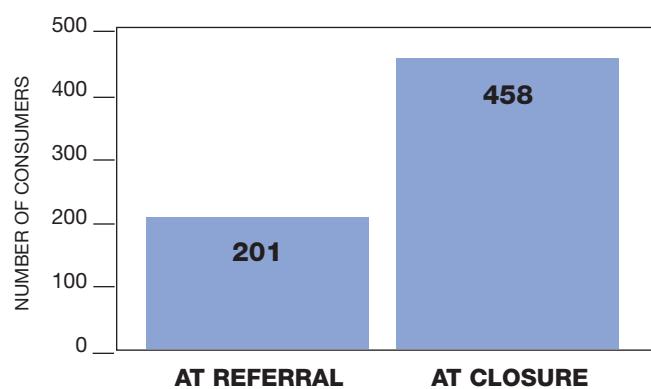
# Impact Of VR Services

ON EDUCATION LEVELS OF 4,152 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

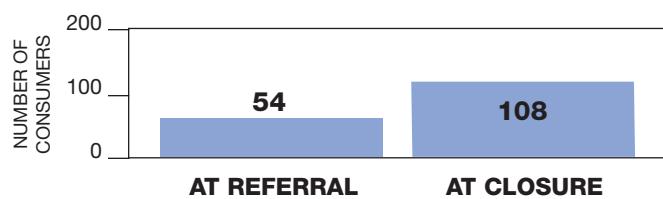
Fiscal Year 2006



## Associate Degrees



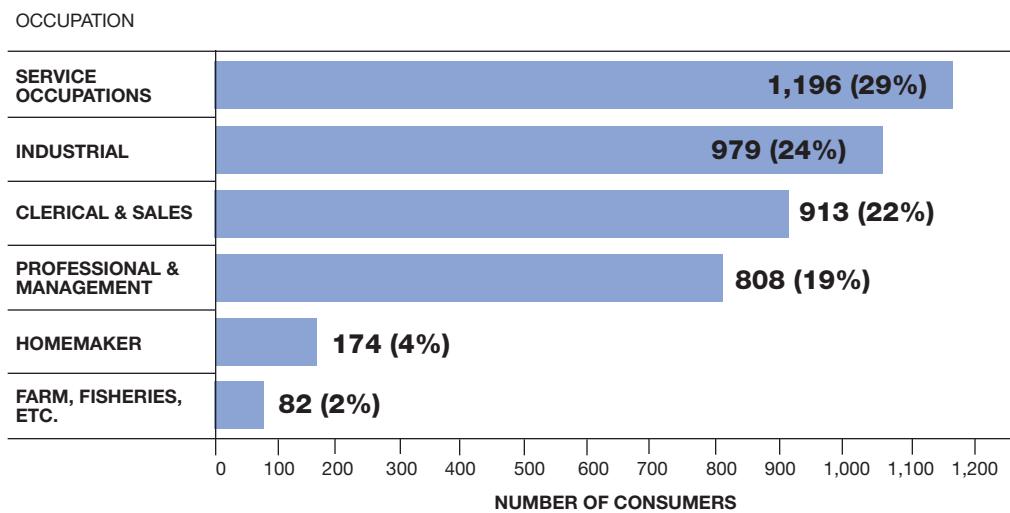
## Bachelor's Degrees



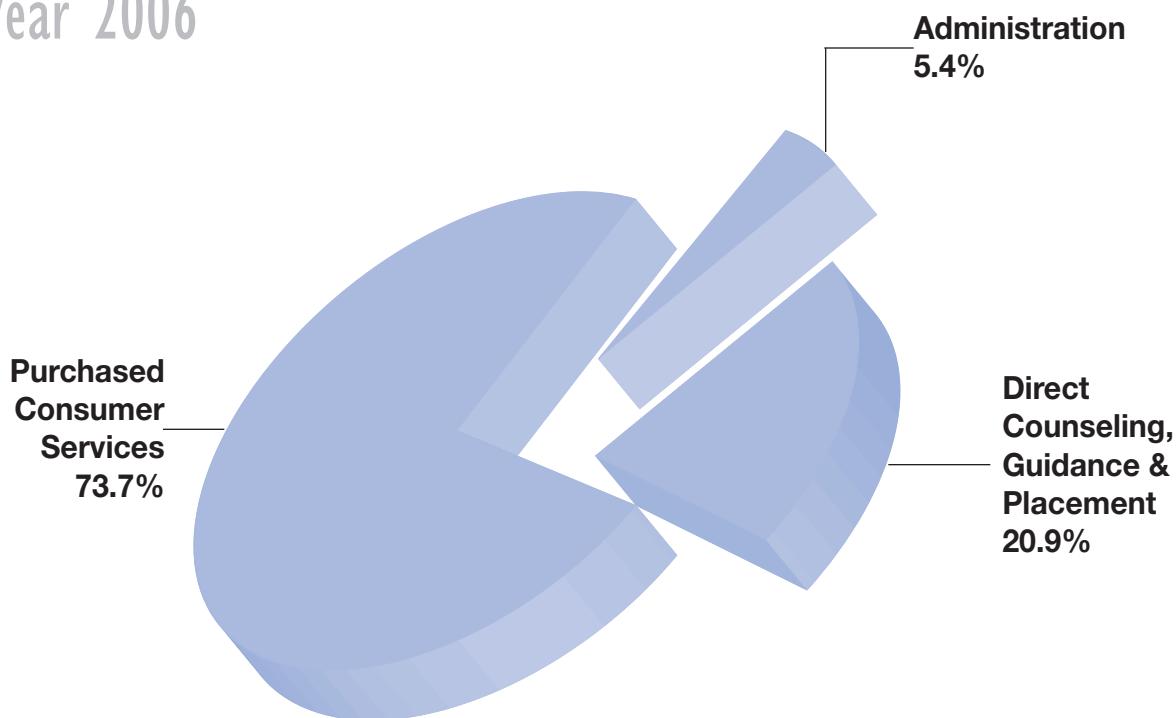
## Master's Degrees

1,297 consumers (31%), out of all employment outcomes, earned a degree after receiving VR services in FY06.

# Occupations of 4,152 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES Fiscal Year 2006



# Expenditures Fiscal Year 2006



# Centers for Independent Living

## **Access II, Independent Living Center**

611 W. Johnson  
Gallatin, MO 64640  
Debby Hawman, Executive Director  
Phone: (660) 663-2423  
TTY: (660) 663-2663  
Fax: (660) 663-2517  
Web site: [www.accessii.org](http://www.accessii.org)

## **Bootheel Area Independent Living Services**

900 S. By-Pass  
P.O. Box 326  
Kennett, MO 63857  
Tim Shaw, Executive Director  
Phone & TTY: (573) 888-0002  
Toll free: (888) 449-0949  
Fax: (573) 888-0708  
Web site: [www.bails.org](http://www.bails.org)

## **Delta Center for Independent Living**

5933 Highway 94 South, Suite 107  
St. Charles, MO 63304  
Nancy Murphy, Executive Director  
Phone & TTY: (636) 926-8761  
Fax: (636) 447-0341  
Web site: [www.dcl.org](http://www.dcl.org)

## **Disabled Citizens Alliance for Independence**

P.O. Box 675  
Viburnum, MO 65566  
Rich Blakley, Executive Director  
Phone: (573) 244-5402  
TTY: (573) 244-3315  
Fax: (573) 244-5609  
Web site: [www.viburnum.net/dcai/](http://www.viburnum.net/dcai/)

## **Disability Resource Association**

420B S. Truman Boulevard  
Crystal City, MO 63019  
Craig Henning, Executive Director  
Phone: (636) 931-7696  
TTY: (636) 937-9016  
Fax: (636) 937-9019  
E-mail: [dcitizen@misen.com](mailto:dcitizen@misen.com)

## **Heartland, Inc.**

1010 Highway 28 West  
Owensville, MO 65066  
Goldie Parrett, Executive Director  
Phone: (573) 437-5100  
Fax: (573) 437-5111  
E-mail: [hilc@fidnet.com](mailto:hilc@fidnet.com)

## **Independent Living Center of Southeast MO**

511 Cedar Street  
Poplar Bluff, MO 63901  
Bruce Lynch, Executive Director  
Phone: (573) 686-2333  
TTY: (573) 776-1178  
Toll free: (888) 890-2333  
Fax: (573) 686-0733  
Web site: [www.ilcsemo.org](http://www.ilcsemo.org)

## **Independent Living Resource Center**

**3620 W. Truman Boulevard**  
P.O. Box 6787  
Jefferson City, MO 65102-6787  
Stephanie Cox, Executive Director  
Phone: (573) 556-0400

TTY: (573) 634-3876  
Toll free: (877) 627-0400  
Fax: (573) 556-0402  
Web site: [www.ilrcjemo.org](http://www.ilrcjemo.org)

## **Living Independently for Everyone**

1109 Ste. Genevieve  
Farmington, MO 63640  
Tim Azinger, Executive Director  
Phone: (573) 756-4314  
TTY: (573) 760-1402  
Toll free: (800) 596-7273  
Fax: (573) 756-3507  
Web site: [www.lifecilmo.org](http://www.lifecilmo.org)

## **Midland Empire Resources for Independent Living**

4420 S. 40th Street  
St. Joseph, MO 64503  
Debbie Merritt, Executive Director  
Phone: (816) 279-8558  
TTY: (816) 279-4943  
Toll free: (800) 242-9326  
Fax: (816) 279-1550  
Web site: [www.meril.org](http://www.meril.org)

## **North East Independent Living Services**

142 Jaycee Drive  
Hannibal, MO 63401  
Stephanie O'Bryan, Executive Director  
Phone & TTY: (573) 221-8282  
Fax: (573) 221-9445  
Web site: [www.neilscenter.org](http://www.neilscenter.org)

## **On My Own, Inc.**

111 N. Elm  
Nevada, MO 64772  
John Klingaman, Executive Director  
Phone: (417) 667-7007  
Toll free: (800) 362-8852  
Fax: (417) 667-6262  
E-mail: [onmyown@sofnet.com](mailto:onmyown@sofnet.com)

## **Ozark Independent Living**

109 Aid Avenue  
West Plains, MO 65775  
Cindy Moore, Executive Director  
Phone: (417) 257-0038  
Toll free & TTY: (888) 440-7500  
Fax: (417) 257-2380  
Web site: [ozarkcil.com](http://www.ozarkcil.com)

## **Paraquad**

5240 Oakland Avenue  
St Louis, MO 63110  
Bob Funk, Executive Director  
Phone: (314) 289-4200  
TTY: (314) 289-4252  
Fax: (314) 289-4201  
Web site: [www.paraquad.org](http://www.paraquad.org)

## **Rural Advocates for Independent Living**

1100 S. Jamison Street  
Kirksville, MO 63501  
Theresa Myers, Executive Director  
Phone: (660) 627-7245  
TTY: (660) 627-0614  
Toll free: (888) 295-6461

Fax: (660) 665-9849  
Web site: [www.myweb.cableone.net/rpas](http://www.myweb.cableone.net/rpas)

## **SEMO Alliance for Disability Independence, Inc.**

121 S. Broadview Plaza, Suite 12  
Cape Girardeau, MO 63703-5702  
Miki Gudermuth, Executive Director  
Phone & TTY: (573) 651-6464  
Toll free: (800) 898-7234  
Fax: (573) 651-6565  
Web site: [www.sadi.org](http://www.sadi.org)

## **Services for Independent Living**

1401 Hathman Place  
Columbia, MO 65201  
Aimee Wehmeier, Executive Director  
Phone: (573) 874-1646  
TTY: (573) 874-4121  
Fax: (573) 874-3564  
Web site: [www.silcolumbia.org](http://www.silcolumbia.org)

## **SW Center for Independent Living**

2864 Nettleton Avenue  
Springfield, MO 65807  
Gary Maddox, Executive Director  
Phone & TTY: (417) 886-1188  
Toll free: (800) 676-7245  
Fax: (417) 886-3619  
Web site: [www.swcil.org](http://www.swcil.org)

## **The Independent Living Center, Inc.**

1001 E. 32nd Street  
Joplin, MO 64804  
Jeff Flowers, Executive Director  
Phone: (417) 659-8086  
TTY: (417) 659-8702  
Toll free: (800) 346-8951  
Fax: (417) 659-8087  
Web site: [www.ilcenter.org](http://www.ilcenter.org)

## **The Whole Person, Inc.**

114 W. Gregory Boulevard  
Kansas City, MO 64114  
David Robinson, Executive Director  
Phone: (816) 561-0304  
TTY: (816) 627-2201  
Toll free: (800) 878-3037  
Fax: (816) 753-8163  
Web site: [www.thewholeperson.org](http://www.thewholeperson.org)

## **Tri-County Center for Independent Living**

1420 Highway 72 East  
Rolla, MO 65401  
Victoria Evans, Executive Director  
Phone & TTY: (573) 368-5933  
Fax: (573) 368-5991  
Web site: [www.tricountycenter.com](http://www.tricountycenter.com)

## **West-Central Independent Living Services**

710 N. College, Suite D  
Warrensburg, MO 64093  
Lyman Trachsler, Executive Director  
Phone: (660) 422-7883  
TTY: (660) 422-7894  
Toll free: (800) 236-5175  
Fax: (660) 422-7895  
Web site: [www.w-ils.org](http://www.w-ils.org)

# Community Rehabilitation Program Providers

## Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A  
Arnold, MO 63010  
Annette Kendrick, Director  
Phone: (636) 282-0593  
Fax: (636) 282-0843  
E-mail: amkendrick@dsjc.org

## Alternative Opportunities, Inc.

**DBA Lakes Country Resource Centers**  
2626 W. College Road  
Springfield, MO 65802  
Bontiea Goss, CEO  
Phone: (417) 869-8911  
Fax: (417) 869-1625  
Web site: [www.lakescountry.com](http://www.lakescountry.com)

- *Camdenton Satellite*  
Camdenton, MO
- *Cape Girardeau Satellite*  
Cape Girardeau, MO
- *Farmington Satellite*  
Farmington, MO
- *Joplin Satellite*  
Joplin, MO
- *Lake St. Louis Satellite*  
Lake St. Louis, MO
- *Nevada Satellite*  
Nevada, MO
- *Poplar Bluff Satellite*  
Poplar Bluff, MO
- *Rolla Satellite*  
Rolla, MO
- *St. Louis Satellite*  
St. Louis, MO
- *St. Louis South Satellite*  
Sunset Hills, MO
- *Springfield Satellite*  
Springfield, MO
- *West Plains Satellite*  
West Plains, MO

## Center for Human Services – CHS Jobs

1500 Ewing Drive  
Sedalia, MO 65301  
Roger A. Garlich, Executive Director/CEO  
Phone: (660) 827-2100  
Fax: (660) 827-3034  
Web site: [www.chs-mo.org](http://www.chs-mo.org)

## Epilepsy Foundation of Kansas and Western Missouri

6550 Troost, Suite B  
Kansas City, MO 64131  
Michael Mayberry, Executive Director  
Phone: (816) 444-2800 or (800) 972-5163  
Fax: (816) 444-6777  
E-mail: [mmayberry@efha.org](mailto:mmayberry@efha.org)

## Independence Center

4380 W. Pine Boulevard  
St. Louis, MO 63108-2206

Mike Keller, Executive Director  
Phone: (314) 533-4380  
Fax: (314) 531-7372  
E-mail: [mkeller@independencecenter.org](mailto:mkeller@independencecenter.org)

- *Midland House*  
University City, MO

## Jewish Vocational Service

1608 Baltimore  
Kansas City, MO 64108  
Joy Foster, Executive Director  
Phone: (816) 471-2808  
TTY: (816) 471-7461  
Fax: (816) 471-2930  
Web site: [www.jvskc.org](http://www.jvskc.org)

## Job Point

2116 Nelwood Drive  
Columbia, MO 65202-3645  
Greg Wingert, Vice President  
Professional Services  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
Web site: [www.jobpointmo.org](http://www.jobpointmo.org)

- *Job Point North Branch*  
Moberly, MO
- *Job Point South Branch*  
Jefferson City, MO
- *Resource Center Branch*  
Columbia, MO
- *Wilkes Center Branch*  
Columbia, MO
- *Wright City Branch*  
Wright City, MO

## Kirksville Area Technical Center

1103 S. Cottage Grove  
Kirksville, MO 63501  
Terri Jones, Director  
Phone: (660) 665-2865  
Fax: (660) 626-1477  
E-mail: [terri\\_j@kirksville.k12.mo.us](mailto:terri_j@kirksville.k12.mo.us)

## MERS/Missouri Goodwill Industries

Downtown Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103  
Lewis C. Chartock, Ph.D., President/CEO  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
Web site: [www.mersgoodwill.org](http://www.mersgoodwill.org)

- *MERS Goodwill Cape Girardeau*  
Cape Girardeau, MO
- *MERS Goodwill Farmington*  
Farmington, MO
- *MERS Goodwill Franklin County Area*  
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*  
Brentwood, MO
- *MERS Goodwill North County Area*  
Florissant, MO

- *MERS Goodwill Poplar Bluff*  
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*  
St. Charles, MO
- *MERS Goodwill South County Area*  
Lemay, MO
- *MERS Goodwill Springfield*  
Springfield, MO

## Missouri Rehabilitation Center

600 N. Main  
Mt. Vernon, MO 65712  
Dennis Nicely, Center Director  
Phone: (417) 466-3711  
TTY: (800) 735-2966  
Fax: (417) 461-5770  
Web site: [www.muhealth.org/~rehab/](http://www.muhealth.org/~rehab/)

## Ozarks Technical Community College Counseling and Career Resources

1001 E. Chestnut Expressway  
Springfield, MO 65802-3625  
Joyce Thomas, Director of Counseling and Career Resources  
Phone: (417) 447-6973  
Fax: (417) 447-6979  
Web site: [www.otc.edu](http://www.otc.edu)

## The Center for Head Injury Services

11786 Westline Industrial Drive  
St. Louis, MO 63146-3402  
Donna Gunning, Executive Director  
Phone: (314) 983-9230  
Fax: (314) 983-9235  
Web site: [www.headinjuryctr-stl.org](http://www.headinjuryctr-stl.org)

## The Helping Hand of Goodwill Industries

1817 Campbell Street  
Kansas City, MO 64108-1794  
Larry Jones, President/CEO  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-2632  
Web site: [www.mokangoodwill.org](http://www.mokangoodwill.org)

- *St. Joseph Satellite*  
St. Joseph, MO

## The Rehabilitation Institute

3011 Baltimore  
Kansas City, MO 64108  
Don Harkins, President/CEO  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7983  
Web site: [www.rehabkc.org](http://www.rehabkc.org)

- *Independence Satellite*  
Independence, MO
- *St. Joseph Satellite*  
St. Joseph, MO
- *Warrensburg Satellite*  
Warrensburg, MO

# Supported Employment Service Providers

## Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A  
Arnold, MO 63010  
Annette Kendrick, Director  
Phone: (636) 282-0593  
Fax: (636) 282-0843  
E-mail: amkendrick@dsjc.org

## Alternative Community Training, Inc.

2200 Burlington  
Columbia, MO 65202  
Mark Hassemer, Executive Director  
Phone: (573) 474-9446  
TTY: (573) 474-1199  
Fax: (573) 474-7458  
E-mail: mhassemer@socket.net

## Alternative Opportunities, Inc.

**DBA Lakes Country Resource Centers**  
2626 W. College Road  
Springfield, MO 65802  
Bontiea Goss, CEO  
Phone: (417) 869-8911  
Fax: (417) 869-1625  
Web site: www.lakescountry.com

- *Camdenton Satellite*  
Camdenton, MO
- *Cape Girardeau Satellite*  
Cape Girardeau, MO
- *Farmington Satellite*  
Farmington, MO
- *Joplin Satellite*  
Joplin, MO
- *Lake St. Louis Satellite*  
Lake St. Louis, MO
- *Nevada Satellite*  
Nevada, MO
- *Poplar Bluff Satellite*  
Poplar Bluff, MO
- *Rolla Satellite*  
Rolla, MO
- *St. Louis Satellite*  
St. Louis, MO
- *St. Louis South Satellite*  
Sunset Hills, MO
- *Springfield Satellite*  
Springfield, MO
- *West Plains Satellite*  
West Plains, MO

## Arthur Center

321 W. Promenade  
Mexico, MO 65265  
Terry Mackey, President  
Phone: (573) 582-1234  
Fax: (573) 582-7304  
E-mail: tmackey@arthurcenter.com

- *Fulton Satellite*  
Options Unlimited  
Fulton, MO

• *Mexico Satellite*  
Options Unlimited  
Mexico, MO

## Assisted Independence, Inc.

2400 Frederick Avenue, Suite 400  
St. Joseph, MO 64506  
Rolla G. Johnson, Jr., President  
Phone: (816) 671-1225  
Fax: (816) 671-0498  
E-mail: assistedindependence@hotmail.com

## Audrain Handicapped Services

308 E. Jackson  
Mexico, MO 65265  
Tim M. Crews, Executive Director  
Phone: (573) 581-8210  
Fax: (573) 581-5204  
E-mail: ahs@ktis.net

- *ACSES (Audrain County Supported Employment Services)*  
Mexico, MO

## Casco Area Workshop, Inc.

1800 Vine  
Harrisonville, MO 64701  
Peggy Kutchback, Executive Director  
Phone: (816) 380-7359  
Fax: (816) 380-7363  
E-mail: cascosupportiveemployment@earthlink.net

## Center for Human Services – CHS Jobs

1500 Ewing Drive  
Sedalia, MO 65301  
Roger A. Garlich, Executive Director/CEO  
Phone: (660) 827-2100  
Fax: (660) 827-3034  
Web site: www.chs-mo.org

## Choices for People Center for Citizens with Disabilities

1815 Forum Drive  
Rolla, MO 65401  
Bob Pellegrin, Executive Director  
Phone: (573) 364-7444  
TTY: (800) 735-2966  
Fax: (573) 364-5370  
E-mail: bpellegrin@choicesforpeoplecenter.org

## College for Living

Paraquad  
5240 Oakland Avenue  
St. Louis, MO 63110  
Jeff Pomranka, Director  
Phone: (314) 289-4220  
Fax: (314) 567-1559  
Web site: www.paraquad.org

## Community Employment, Inc.

1538 S. Enterprise Avenue  
Springfield, MO 65804  
Jenny Smith, General Manager

Phone: (417) 869-4906 or (417) 869-4907  
Fax: (417) 869-4840  
E-mail: jenny@communityemploymentinc.com

- *Joplin Satellite*  
Joplin, MO

## Community Health Plus, BJC Behavioral Health

1430 Olive, Suite 500  
St. Louis, MO 63103  
Mark Stansberry, Executive Director  
Phone: (314) 206-3700  
TTY: (314) 206-3837  
Fax: (314) 206-3708  
Web site: www.bjc.org

## Community Living, Inc.

1040 St. Peters Howell Road  
St. Peters, MO 63376  
Barb Griffith, Executive Director  
Phone: (636) 970-2800  
Fax: (636) 970-2810  
E-mail: bgriffith@cliservices.org

## Community Opportunities

44 Opportunity Court  
P.O. Box 420  
Troy, MO 63379  
Mary Sullivan-Thomas, Executive Director  
Phone: (636) 462-7695  
Fax: (636) 528-5514  
E-mail: mary@macdds.org

## Community Options

801-B Washington  
Chillicothe, MO 64601  
Joyce Jacobs, Executive Director  
Phone: (660) 646-0109  
Fax: (660) 646-2808  
E-mail: jds@cmuonline.net

## Comprehensive Mental Health Services, Inc.

10901 Winner Road  
P.O. Box 520169  
Independence, MO 64052-0169  
William H. Kyles, President/CEO  
Phone: (816) 254-3652  
Fax: (816) 257-2575  
E-mail: bkyle@thecmhs.com

## Developmental Center of the Ozarks

1545 E. Pythian  
Springfield, MO 65802  
Allan McKelvy, Executive Director  
Phone: (417) 829-0850  
TTY: (417) 831-1545  
Fax: (417) 831-7539  
E-mail: amckelvy@dcoonline.com

- *Taney County Satellite*  
Branson, MO

# Supported Employment Service Providers (continued)

## Diverse Options

807 Gulf Street  
P.O. Box 562  
Lamar, MO 64759  
Melinda Wilson, CEO  
Phone: (417) 682-5260  
Fax: (417) 682-5260  
E-mail: diverseopt@tiadon.com

## Endless Options, Inc.

222 E. Davis  
Fayette, MO 65248-0029  
Debra Miller, Executive Director  
Phone: (660) 248-5233  
Fax: (660) 248-3779  
E-mail: endless@coin.org

## High Hope Employment Services, Inc.

P.O. Box 67  
Milan, MO 63556  
Dianne L. Leslie, Executive Director  
Phone: (660) 265-4614  
Fax: (660) 265-3016  
E-mail: highhopeemployment@alltel.net

## Ideal Employment Services

601 N. Thornton  
Richmond, MO 64085  
Bob McCorkendale, Manager Director  
Phone: (816) 470-7137  
Fax: (816) 776-8935  
E-mail: rmcmc@accessmo.us

## Independence Center

4380 W. Pine Boulevard  
St. Louis, MO 63108-2206  
Mike Keller, Executive Director  
Phone: (314) 533-4380  
Fax: (314) 531-7372  
E-mail: mkeller@independencenter.org

- *Midland House*  
University City, MO

## JESS

7020 Chippewa  
St. Louis, MO 63119  
Louise Reeves, Executive Director  
Phone: (314) 644-1913  
Fax: (314) 644-0461  
E-mail: lreeves@jessinc.org

- *St. Peters Satellite*  
St. Peters, MO

## Job Point

2116 Nelwood Drive  
Columbia, MO 65202-3645  
Greg Wingert, Vice President  
Professional Services  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
Web site: www.jobpointmo.org

- *Job Point North Branch*  
Moberly, MO

- *Job Point South Branch*  
Jefferson City, MO
- *Job Point West Central Branch*  
Sedalia, MO
- *Resource Center Branch*  
Columbia, MO
- *Wright City Branch*  
Wright City, MO

## Judevine Center for Autism

4011 Papin  
St. Louis, MO 63110  
Rebecca Blackwell, Executive Director  
Phone: (314) 432-6200  
Fax: (314) 849-2721  
Web site: www.judevine.org

## Learning Opportunities Quality Works, Inc.

P.O. Box 254  
Monroe City, MO 63456  
Wendy Hays, Executive Director  
Phone: (573) 735-4282  
Fax: (573) 735-2580  
Web site: www.loqw.com

- *Hannibal Satellite*  
Hannibal, MO
- *Kirksville Satellite*  
Kirksville, MO

## Life Skills Foundation

10176 Corporate Square Drive,  
Suite 100  
St. Louis, MO 63132-2924  
Wendy Buehler, Executive Director  
Phone: (314) 567-7705  
Fax: (314) 567-6539  
Web site: www.lifeskills-stl.org

- *St. Charles Satellite*  
St. Charles, MO
- *St. Louis City Satellite*  
St. Louis, MO

## MERS/Missouri Goodwill Industries

Downtown Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103  
Lewis C. Chartock, Ph.D., President/CEO  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*  
Cape Girardeau, MO
- *MERS Goodwill Farmington*  
Farmington, MO
- *MERS Goodwill Franklin County Area*  
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr*  
Brentwood, MO

- *MERS Goodwill North County Area*  
Florissant, MO
- *MERS Goodwill Poplar Bluff*  
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*  
St. Charles, MO
- *MERS Goodwill South County Area*  
Lemay, MO
- *MERS Goodwill Springfield*  
Springfield, MO

## Pathways Community Behavioral Healthcare, Inc.

1800 Community Drive  
Clinton, MO 64735  
Jerry Osborn, President/CEO  
Phone: (660) 885-8131  
Fax: (660) 885-2393  
Web site: www.pathwaysonline.org

## Pike County Agency for Developmental Disabilities

900 Independence Drive, SB40  
Bowling Green, MO 63334  
Betsy Barnes, Executive Director  
Phone: (573) 324-3875  
TTY: (573) 324-3553  
Fax: (573) 324-6391  
E-mail: bbarnespcadd@sbcglobal.net

## ReDiscover

901 N.E. Independence Avenue  
Lee's Summit, MO 64086  
Alan Flory, President  
Phone: (816) 246-8000  
Fax: (816) 246-8207  
E-mail: alflory@rediscovermh.org

- *South Satellite*  
Kansas City, MO

## The ARC of the Ozarks

1501 E. Pythian  
Springfield, MO 65802  
Gene Barnes, President/CEO  
Phone: (417) 864-7887  
Fax: (417) 864-4307  
E-mail: gbarnes@thearcoftheozarks.org

- *Bolivar Satellite*  
Bolivar, MO
- *Monett Satellite*  
Monett, MO

## The Center for Head Injury Services

11786 Westline Industrial Drive  
St. Louis, MO 63146-3402  
Donna Gunning, Executive Director  
Phone: (314) 983-9230  
Fax: (314) 983-9235  
Web site: www.headinjuryctr-stl.org

## Supported Employment Service Providers (continued)

### **The Helping Hand of Goodwill Industries**

1817 Campbell Street  
Kansas City, MO 64108-1794  
Larry Jones, President/CEO  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-2632  
Web site: [www.mokangoodwill.org](http://www.mokangoodwill.org)

- *St. Joseph Satellite*  
St. Joseph, MO

### **The Rehabilitation Institute**

3011 Baltimore  
Kansas City, MO 64108  
Don Harkins, President/CEO  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7983  
Web site: [www.rehabkc.org](http://www.rehabkc.org)

- *Independence Satellite*  
Independence, MO
- *Warrensburg Satellite*  
Warrensburg, MO

### **St. Louis ARC**

1816 Lackland Hill Parkway, Suite 200  
St. Louis, MO 63146  
Kathleen Meath, Executive Director  
Phone: (314) 569-2211  
TTY: (314) 569-2010  
Fax: (314) 569-0778  
Web site: [www.slarc.org](http://www.slarc.org)

### **Tri-County Mental Health Services, Inc.**

3100 N.E. 83rd Street, Suite 1001  
Kansas City, MO 64119-9998  
Thomas Cranshaw, CEO  
Phone: (816) 468-7088  
Fax: (816) 468-6635  
Web site: [www.tri-countymhs.org](http://www.tri-countymhs.org)

### **Truman Employment Service**

2211 Charlotte  
Kansas City, MO 64108  
John Bluford, President/Chief  
Executive Leader  
Phone: (816) 404-3500  
Fax: (816) 404-3508  
Web site: [www.trumed.org](http://www.trumed.org)

- *Assertive Community Outreach (ACO)*  
Kansas City, MO
- *Swope Health Central*  
Kansas City, MO

### **United Cerebral Palsy of Northwest Missouri**

3303 Frederick  
St. Joseph, MO 64506  
Teresa Gagliano, Executive Director  
Phone: (816) 364-3836 or (800) 404-1844  
Fax: (816) 390-8546  
Web site: [www.ccp.com/~ucpnwmo](http://www.ccp.com/~ucpnwmo)

### **United Cerebral Palsy of Greater St. Louis**

8645 Old Bonhomme Road  
University City, MO 63132-3999  
Richard Forkosh, Executive Director  
Phone: (314) 994-1600  
Fax: (314) 781-1129  
Web site: [www.ucpstl.org](http://www.ucpstl.org)

### **Unlimited Opportunities, Inc.**

1620 W. Ashley Road  
P.O. Box 239  
Boonville, MO 65233-0239  
Vicki McCarrell, Executive Director  
Phone: (660) 882-5576  
TTY: (660) 882-8339  
Fax: (660) 882-7483  
Web site: [www.uoi.org](http://www.uoi.org)

### **Vocational Services, Inc.**

935 S. Kent  
Liberty, MO 64068  
Randy Hylton, Executive Director  
Phone: (816) 781-6292  
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Web site: [www.vsiserve.org](http://www.vsiserve.org)

# Vocational Rehabilitation Offices

## **Cape Girardeau VR**

3102 Blattner Drive, Suite 103  
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Cape Girardeau, MO 63702-1087  
Phone: (573) 290-5788  
Fax: (573) 290-5921  
Toll free: (877) 702-9883  
TTY: (573) 290-5385  
Ron Parker, Supervisor

## **Central Office VR**

3024 Dupont Circle  
Jefferson City, MO 65109  
Phone: (573) 751-3251  
Fax: (573) 751-1441  
Toll free: (877) 222-8963  
TTY: (573) 751-0881  
C. Jeanne Loyd, Assistant Commissioner

## **Chillicothe VR**

603 W. Mohawk Road  
Chillicothe, MO 64601-3919  
Phone: (660) 646-1542  
Fax: (660) 646-9741  
Toll free: (866) 572-4049  
Robert Zirfas, Supervisor

## **Columbia VR**

1500 Vandiver Drive, Suite 111  
Columbia, MO 65202-1563  
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Fax: (573) 884-5250  
Toll free: (877) 222-8961  
TTY: (573) 882-9117  
Duane Shumate, Supervisor

## **Farmington VR**

901 Progress Drive, Suite 100  
P.O. Box 230 (63640-0230)  
Farmington, MO 63640  
Phone: (573) 218-6100  
Fax: (573) 218-6107  
Toll free: (800) 640-7110  
TTY: (573) 218-6119  
Jesse Sitzes, Supervisor

## **Hannibal VR**

112 Jaycee Drive  
Hannibal, MO 63401-2275  
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Fax: (573) 248-2409  
Toll free: (877) 222-8960  
Jo Moncrief, Supervisor

## **Jefferson City VR**

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Phone: (573) 751-2343  
Fax: (573) 526-4474  
Toll free: (866) 661-9106  
Neil Harms, Supervisor

## **Joplin VR**

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Phone: (417) 629-3067  
Fax: (417) 629-3148  
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Karla Bunch, Supervisor

## **Kansas City Downtown VR**

615 E. 13th Street, Room G-3  
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Phone: (816) 889-2581  
Fax: (816) 889-2586  
Teresa Nianga, Supervisor

## **Kansas City East VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063  
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Fax: (816) 622-0610  
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## **Kansas City North VR**

310 N.W. Englewood Road,  
Suite 300  
Gladstone, MO 64118-0040  
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Fax: (816) 467-7924  
Toll free: (877) 270-0198  
TTY: (877) 270-0201  
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## **Kansas City Transition VR**

243 N.W. Executive Way  
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Fax: (816) 622-0618  
Tamara Jaekels, Supervisor

## **Kirksville VR**

1612 N. Osteopathy, Suite B  
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Phone: (660) 785-2550  
Fax: (660) 785-2552  
Toll free: (877) 222-8962  
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## **Nevada VR**

621 E. Highland, Suite 2  
Nevada, MO 64772-3971  
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Fax: (417) 448-1351  
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Raymond Drake, Supervisor

## **Poplar Bluff VR**

1903 Northwood Drive, Suite 3  
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Toll free: (800) 281-9894  
Donna Knodell, Supervisor

## **Rolla VR**

1101 W. Kingshighway  
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Rolla, MO 65401-0550  
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Fax: (573) 368-2382  
Toll free: (800) 890-2867  
Clarissa White, Supervisor

## **Sedalia VR**

2115 W. Broadway  
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Fax: (660) 530-5567  
Toll free: (800) 924-0419  
Karen Wilson, Supervisor

## **Springfield North VR**

613 E. Kearney  
Springfield, MO 65803  
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Fax: (417) 895-5869  
Toll free: (877) 222-8965  
TTY: (417) 895-7934  
Anita Michel, Supervisor

## **Springfield South VR**

1735 W. Catalpa, Suite C  
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Fax: (417) 895-5725  
Toll free: (877) 222-8967  
Kim Conrad, Supervisor

## **St. Charles VR**

3737 Harry S. Truman Blvd., Suite 400  
St. Charles, MO 63301-4052  
Phone: (636) 940-3300  
Fax: (636) 940-3313  
Janis Miller, Supervisor

## **St. Joseph VR**

State Office Building  
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St. Joseph, MO 64501-1990  
Phone: (816) 387-2280  
Fax: (816) 387-2089  
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Yvonne Wright, Supervisor

## **St. Louis Downtown VR**

220 S. Jefferson, Suite 110  
St. Louis, MO 63103  
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Jeather Smith, Supervisor

## Vocational Rehabilitation Offices (continued)

### **St. Louis North VR**

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### **St. Louis South VR**

3248 Laclede Station Road  
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Karen Klenke, Supervisor

### **St. Louis West VR**

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Jay Mendell, Supervisor

### **West Plains VR**

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Toll free: (877) 222-8959  
Charles Kimberlin, Supervisor

# Listing of Acronyms

<b>ADs</b>	Assistant Directors
<b>ADA</b>	Americans with Disabilities Act
<b>BLN</b>	Business Leadership Network
<b>CAJT</b>	Community Access and Job Training
<b>CAP</b>	Client Assistance Program
<b>CART</b>	Computer Assisted Real-Time
<b>CE</b>	Consultative Examination
<b>CILs</b>	Centers for Independent Living
<b>CMS</b>	Center for Medicare and Medicaid Services ( <i>previously known as Health Care Financing Administration – HCFA</i> )
<b>CO</b>	Central Office
<b>COOP</b>	Cooperative Work Experience Program
<b>CPS</b>	Comprehensive Psychiatric Services
<b>CRC</b>	Certified Rehabilitation Counselor
<b>CRPs</b>	Community Rehabilitation Programs
<b>CSAVR</b>	Council of State Administrators of Vocational Rehabilitation
<b>DDS</b>	Disability Determination Services
<b>DESE</b>	Department of Elementary and Secondary Education
<b>DFS</b>	Division of Family Services
<b>DHSS</b>	Department of Health and Senior Services
<b>DMH</b>	Department of Mental Health
<b>DMS</b>	Division of Medical Services
<b>DOs</b>	District Offices
<b>DOLIR</b>	Department of Labor and Industrial Relations
<b>DSE</b>	Division of Special Education
<b>DSU</b>	Designated State Unit ( <i>Voc Rehab</i> )
<b>DVR</b>	Division of Vocational Rehabilitation
<b>DWD</b>	Division of Workforce Development
<b>EEOC</b>	Equal Employment Opportunity Commission
<b>FOs</b>	Field Offices
<b>FTEs</b>	Full-Time Equivalents ( <i>Full-Time Employees</i> )
<b>HBCU</b>	Historically Black Colleges and Universities
<b>HR</b>	Human Resources
<b>I &amp; E Grants</b>	Innovation and Expansion Grants
<b>EBP</b>	Evidence-Based Practice
<b>ICI</b>	Institute for Community Inclusion
<b>IDEA</b>	Individuals with Disabilities Education Act
<b>IEP</b>	Individualized Educational Plan
<b>IHOs</b>	Impartial Hearing Officers
<b>IL</b>	Independent Living
<b>ILRC</b>	Independent Living Resource Center
<b>ILS</b>	Independent Living Services
<b>ILW</b>	Independent Living Waiver
<b>IPE</b>	Individual Plan of Employment
<b>IT</b>	Information Technology
<b>IVT</b>	Interactive Video Training
<b>JAN</b>	Job Accommodation Network
<b>LCSW</b>	Licensed Clinical Social Worker
<b>LPC</b>	Licensed Practical Counselor
<b>LWIB</b>	Labor and Workforce Investment Board

## Listing of Acronyms (continued)

<b>MC</b>	Medical Consultant
<b>MDVR</b>	Missouri Division of Vocational Rehabilitation
<b>MoRIS</b>	Missouri Rehabilitation Information System
<b>MoTAP</b>	Missouri Transition Alliance Partnership
<b>MOUs</b>	Memorandums of Understanding
<b>MRA</b>	Missouri Rehabilitation Association
<b>MRDD</b>	Mental Retardation Developmental Disabilities
<b>MSD</b>	Most Significantly Disabled
<b>MSP</b>	Medicaid State Plan
<b>MTEC</b>	Missouri Training and Education Council
<b>NIDRR</b>	National Institute on Disability and Rehabilitation Research
<b>NIMH</b>	National Institute of Mental Health
<b>NME</b>	Non-Medicaid Eligible
<b>OA</b>	Office of Administration
<b>OSEP</b>	Office of Special Education Programs
<b>OSERS</b>	Office of Special Education and Rehabilitation Services
<b>QAR</b>	Quality Assessment Review
<b>RCEP</b>	Rehabilitation Continuing Education Program
<b>RO</b>	Regional Office
<b>RSA</b>	Rehabilitation Services Administration
<b>SAM II</b>	Statewide Advantage for Missouri (Missouri's integrated financial, HR and payroll system)
<b>SESPs</b>	Supported Employment Service Providers
<b>SILC</b>	State Independent Living Council
<b>SD</b>	Significantly Disabled
<b>SE</b>	Supported Employment
<b>SMI</b>	Serious Mental Illness
<b>SR</b>	Success Rate
<b>SRC</b>	State Rehabilitation Council
<b>SS</b>	Social Security
<b>SSA</b>	Social Security Administration
<b>STATUS 08</b>	Case Closure after Referral for Services
<b>STATUS 26</b>	Successful Employment Case Closure
<b>STATUS 28</b>	Case Closure Not Rehabilitated after IPE
<b>STATUS 30</b>	Case Closure Not Rehabilitated before IPE
<b>TANF</b>	Temporary Assistance for Needy Families
<b>TAP</b>	Telecommunications Access Program
<b>VA</b>	Veterans Administration